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# Example of Customer Job Description

Our company is growing rapidly and is hiring for a customer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer

* Will triage general customer queries via phone/email/chat ensuring that they are passed onto the correct team and followed through to completion
* May include supervising employees who scan, transport, and sort mail, and who load and unload mail to and from ground equipment and aircraft
* Post sales– product return (RMA) and escalation of more technical queries
* Pre sales – Price and availability, giving a catalogue reference, order entry, quotations, opportunity identification, e-commerce, knowledge management
* Follow up on Leads generated from marketing activities
* Improve Customer Satisfaction by providing a high quality professional Primary Support to customers
* Establish a strong and professional relationship with assigned accounts and contacts while assisting the relevant sales team to increase revenue and market share
* Identify new business opportunities, define and quote product from customers’ requests, coordinating with relevant Quotation, Sales or Marketing contact for special prices
* Provide 1st level general support pre-sales and post-sales, telephone, mail and electronic
* Perform as a Subject Matter Expert for operator/maintenance related issues on the Aerosonde platform

## Qualifications for customer

* Great people skills with the ability to communicate information, data and insights through written reports and face to face presentations at any level
* A working knowledge of CRM systems
* Positive attitude, persistence and plenty of energy!
* Tertiary education in Business, operations management, Information Systems Management, or relevant disciplines related to customer service
* Good overall knowledge of MS Office
* Pleasant and professional personal manner